22/04/2022, 12:31 #255481

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	▼ S	Search Q 🖸 🦠
	OPERA DATA Coogle ISO DATA OPERA DATA	×
#255481	Mark as read, no further action at this time	

Jamjoon Capnographs: Issue Visable to: Catherine Spence AND Ryan Swaine

M VIAMED General Issue General Staff

255481 🍑 📝 - Created: 29 Mar 2022 11:05:33 AM By Catherine Spence

Set to User: Ryan Swaine

.Added by Catherine Spence sent to Ryan Swaine

Please can you talk with Jamjoon in regards to their two un repaired capnographs from SRS67854, that have been returned back to us for the second time by the courier, they never make it into the country S/N 50840125 and 50840132

29 Mar 2022 Ryan Swaine

I have followed up again, I will let you know when I have their response

29 Mar 2022 Ryan Swaine

Jamjoom have asked us to split the devices in to parts, such as the PCB and the Case should be separate. Would you be able to have MG split them and then we can list the separate parts on the courier created invoice?

08 Apr 2022 Catherine Spencegiven units to engineer to break down into parts

21 Apr 2022 Ryan Swaine

Needs a FOC (with Value for customs order):

2x Front covers (sidestream)

2x PCB

2x Back case

1x power supply

22 Apr 2022 Ryan Swaine

Add order in order as parts in order to dispatch repaired units.

New Notes	Subject	Jamjoon Capnographs
	Hide Issue Until:	
	VIAMED General Is:	sue General Staff
save draft Type Done If you are expecting the next action of this issue to be performed	My Status Create Link to Issue # Link to CRM	Update Status Related Issue CID
by someone else change the NEXT ACTION pull down.	Link SRS	SRS 0
Leaving Next Action set to Ryan Swaine will only add notes to the Issue and not flag up	Job ID/Marketing ID	•
that Catherine Spence must further the Issue	Attach	Add File To Issue 255481
	Complete ISSUE Urgent Flag	☐ (only click when issue is COMPLETE)
		tion if moving the Issue to a new user and not replying to Catherine Spence
	Next Action	Ryan Swaine Changing this Field means Ryan Swaine may not see updates to Issue
	Priority	5
	Confirm I have upda	ated the Issue - users will be alerted to the update
		Raise a Non Conformity Relating to this Issue

Combined Issues Notes (Comment order might be out of context - Read Original Issue to be sure)

Action / Notes Issue Date User

255481 29/03/22 11:05:33 Added by Catherine Spence sent to Ryan Swaine Catherine Spence

ΑM

Please can you talk with Jamjoon in regards to their two un repaired capnographs from SRS67854, that have been returned back to us for the second time by the courier, they never make it into the country S/N 50840125 and 50840132 New Issue

<u>255481</u> 29/03/22 11:34:47 Ryan Swaine Re-Read 22/04/2022, 12:31 #255481

22/04/2022, 12:31		#255481
AM		
255481 29/03/22 11:34:47 AM	Ryan Swaine	Re-Read
255481 29/03/22 11:35:01 AM	Ryan Swaine	Re-Read
255481 29/03/22 11:35:01 AM	Ryan Swaine	Viewed Status
255481 29/03/22 12:32:10 PM	Ryan Swaine	Re-Read
255481 29/03/22 12:32:10 PM	Ryan Swaine	Re-Read
255481 29/03/22 12:32:41 PM	Ryan Swaine	Re-Read
255481 29/03/22 12:32:41 PM	Ryan Swaine	I have followed up again, I will let you know when I have their response
255481 29/03/22 01:08:51 PM	Ryan Swaine	Re-Read
255481 29/03/22 01:08:51 PM	Ryan Swaine	Re-Read
255481 29/03/22 01:11:30 PM	Ryan Swaine	Re-Read
255481 29/03/22 01:11:30 PM	Ryan Swaine	Jamjoom have asked us to split the devices in to parts, such as the PCB and the Case should be separate. Would you be able to have MG split them and then we can list the separate parts on the courier created invoice?
255481 30/03/22 08:49:15 AM	Catherine Spence	Re-Read
255481 08/04/22 05:39:40 PM	Catherine Spence	Re-Read
255481 08/04/22 05:40:32 PM	Catherine Spence	given units to engineer to break down into parts
255481 11/04/22 09:20:30 AM	Ryan Swaine	Re-Read
255481 11/04/22 09:20:30 AM	Ryan Swaine	Re-Read
255481 11/04/22 09:20:39 AM	Ryan Swaine	Re-Read
255481 11/04/22 09:20:39 AM	Ryan Swaine	Viewed Status
255481 21/04/22 04:53:34 PM	Ryan Swaine	Re-Read
255481 21/04/22 04:53:34 PM	Ryan Swaine	Re-Read
255481 21/04/22 04:57:26 PM	Ryan Swaine	Re-Read
255481 21/04/22 04:57:26 PM	Ryan Swaine	Needs a FOC (with Value for customs order): 2x Front covers (sidestream) 2x PCB 2x Back case 1x power supply
255481 22/04/22 06:49:25 AM	Catherine Spence	Re-Read
255481 22/04/22 12:30:29 PM	Ryan Swaine	Re-Read
255481 22/04/22 12:30:29 PM	Ryan Swaine	Re-Read
255481 22/04/22 12:31:11 PM	Ryan Swaine	Re-Read
255481 22/04/22 12:31:11 PM	Ryan Swaine	Add order in order as parts in order to dispatch repaired units
255481 22/04/22 12:31:21 PM	Ryan Swaine	Re-Read
255481 22/04/22 12:31:21 PM	Ryan Swaine	Re-Read